From: James Plante
To: Microsoft ATR
Date: 1/26/02 3:56am
Subject: Axe to grind - 7 to 9 Microsoft

microsoft.atr@usdoj.gov

Thank you for this opportunity for me to post an incident that was caused by the Microsoft Internet Explorer software package permanently linked to the Windows 98 OS package. Prior to the install/upgrade to Windows 98, my system operated on Windows 95. While working with the 95 OS I choose to upgrade my Wordperfect 5.x to the newer Wordperfect Suite 7.0 (WP7). It is important to realize the sequence in which this occurred. With these two packages installed on the 95 operating software there were no incidents that occurred that would have indicated a compatibility problem. However, after several months of what appeared to be an acceptable operating environment I choose to upgrade the OS to the newer Windows 98, with it's promise of stability and FAT32 capabilities, which I required for expanding my memory storage in support for working with graphics. For approximately 6 to 9 months I worked with the Suite 7.0 with no apparent problems except for a few incidents of an occasional error message indicating a problem reading a bad WP7 operating file. As this time period progressed the error message increased in frequency to eventually delivering the message the file could not be read and a reinstallation of the missing file would be necessary.

The problem begins. Several attempts to reinstall the file resulted in permission denied to complete the install. Working on this for several days I finally resorted to calling the WP help desk. After describing the problem to the phone technician, he responded with the question "Do you have Microsoft Internet Explorer (IE) installed on your system? I acknowledged that I did have it installed since it was linked to the current OS, but noted that I choose to use the Netscape internet browser as a preference, so the IE browser was not active. He informed me that regardless, with the IE browser tied to the OS, the affect the IE package has on your system is inevitable. The problem with trying to install WP7 files after the Microsoft IE package is installed is to block the installation of WP7. The phone technician said he would send me a patch, that may or may not work, to work around the effect of the Microsoft IE browser blocking the reinstall of WP7. If it did not work, allowing me to complete the install, then I would have to upgrade to the Wordperfect Suite 9 application software.

I did not bargain for The IE Browser's affect on my applications. My intentions were to upgrade, for improved performance, to a better Operating System. With the browser tied into the OS, the browser

literally destroyed the reliability of my other applications. This
NEVER should have happened. I would like to see this outfit (Microsoft)
broken up.

Thank you
Jim Plante